

1 - Work Session Agenda

Documents:

[1 - AGENDA.PDF](#)

2 - Greenville Cares Update

Documents:

[2 - GREENVILLE CARES UPDATE.PDF](#)

. 3 - Planning Efforts Update

Documents:

[3 - PLANNING EFFORTS UPDATE.PDF](#)



CITY COUNCIL OF THE CITY OF GREENVILLE WORK SESSION MEETING

**Monday, November 9, 2020
3:00 p.m.**

Greenville City Hall is currently closed to the public. Please use the following methods to attend the Work Session Meeting:

Virtual Meeting Viewing
<https://www.greenvillesc.gov/meeting>
Password: meetnow

**Telephone: 1-415-655-0002
WebEx Event Number: 173 299 6592**

Remote Viewing Location:

Greenville Convention Center, 1 Exposition Drive – Room 102

The city of Greenville seeks input from citizens while adhering to public health and safety guidelines. All attendees at the remote viewing location will be subject to a temperature screening with a touch-less forehead thermometer. Anyone with a temperature reading above 100 degrees Fahrenheit will not be admitted. Attendees will be required to wear a covering over their mouth and nose, unless it violates a religious tenant or belief or causes difficulty breathing.

AGENDA

ATTENDEES:

CITY COUNCIL: Mayor Knox White; Councilmember Wil Brasington; Councilmember John DeWorken, Councilmember Dorothy Dowe, Councilmember Lillian Flemming; Councilmember Ken Gibson; Councilmember Russell Stall

CITY STAFF: City Manager John McDonough; City Attorney Michael S. Pitts; City Clerk Camilla G. Pitman

- 1. Call to Order** **3:00 p.m.**
- 2. Greenville Cares Update** **3:00 p.m.**
(Presented by Deputy City Manager Eden Freeman)
(Presented by Communications and Neighborhood Relations Director Beth Brotherton)
- 3. Planning Projects Update** **3:15 p.m.**
(Presented by Assistant City Manager Shannon Lavrin)
(Presented by Planning and Development Services Director Jay Graham)
(Presented by Senior Development Planner Courtney Powell)
(Presented by Economic Development Project Manager Kevin Howard)
- 4. Executive Session:** **4:00 p.m.**
Economic Development / Legal Briefing
 - a. Project Spruce**
(Presented by Economic and Community Development Director Merle Johnson)
(Presented by Business Development Manager Mike Panasko)

- b. *Project Coffee*
(Presented by Assistant City Manager Shannon Lavrin)
(Presented by Office of Management and Budget Director Matt Efid)

NOTE: City Council will leave the Work Session Webex virtual meeting to conduct an Executive Session (by electronic means) which is not open to the public. The Work Session meeting will adjourn following the completion of the Execution Session. No action will be taken prior to adjourning the meeting.

5. Adjourn

5:00 p.m.



Call Center Enhancement Report

**Greenville Cares
November 2020**

Enhancement: Single Point of Contact

Direct all inquiries from the public to Greenville Cares at 232-CARE (2273).

Website

Greenville Cares telephone number 232-CARE(2273) used for all departments, except Greenville Zoo, Police Department and Greenlink

Integrated Voice Response

IVR system directs calls to most common call types: parking, trash/recycling, Municipal Court or Greenville Cares

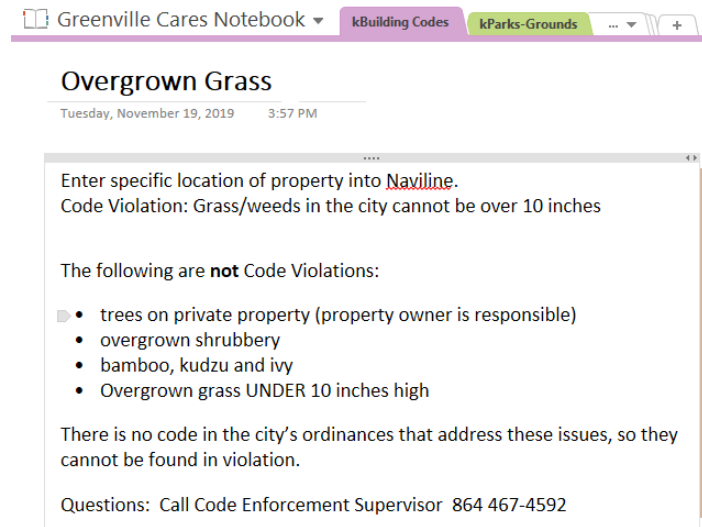
Marketing Materials

All future marketing materials will use the Greenville Cares telephone number: 232-CARE(2273)

Enhancement: Knowledge Base

Maintain an online resource guide so that information is correct and consistent

- Migration to OneNote software completed
- Department liaisons established, and review of Knowledge Base completed
- Future reviews will occur as needed, but a least twice annually



Enhancement: Enhanced Training

- Recorded WebEx meetings allow staff to keep pace with departmental changing needs. A private YouTube playlist makes training available to all Greenville Cares staff to review on demand. Examples:
 - Building permits information regarding online payment options
 - Events information about new protocols for Ice on Main season



Enhancement: Improved Online Reporting Form

- GIS-based online reporting allows staff to quickly pinpoint the location of the problem
- Improved compatibility on web, tablet and mobile devices

Report a Concern



What would you like to do?*

☐ Report an issue

☐ General comment/question

Submit

Marketing: Relaunch of Greenville Cares brand



No hassle. One & done.

greenville
cares



Get the information you need

ONE number: 864-232-CARE (2273)

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Find answers to your questions

ONE form: www.greenvillesc.gov/cares

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cares



Connect to the right people

ONE email: cares@greenvillesc.gov

City of Greenville Current Planning Projects Update

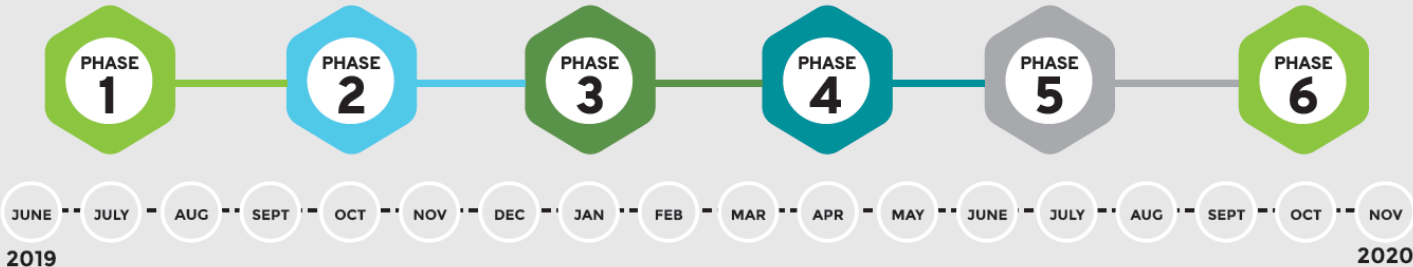
November 9, 2020





GVL2040 Comprehensive Plan

Project Process



WHAT WE BELIEVE

Values and Priorities



WHAT IS HAPPENING

Relevant Trends and Conditions



WHAT MIGHT CHANGE

Growth and Change Scenarios



WHAT WE CHOOSE

Benefit, Costs and Trade-offs



HOW WE WILL MAKE DECISIONS

Draft Plan and Decision-Making Framework



CONFIRMATION OF OUR VISION

Finalization for Adoption and Implementation

Public Participation

	City of Greenville	Greenville County
Public Surveys		
Total Number	3 (online & paper)	1 (phone)
Total Participants	6,606	635 (sample size)
Public Open Houses		
Total Number	4 (in-person & virtual)	2 (in-person)
Total Participants	255	893
Steering Committee		
Total Number Meetings	14	TBD
Total Number Off-Month Meeting Calls	4	TBD
Total Committee Members	41	TBD
Additional Comments		
Total	5,178	3,900

Roadmap to Adoption

- **10/19/20:** Website update with survey results (*Completed*)
- **11/9/20:** Post plan & FAQ on website for public view
- **11/10/20:** Steering Committee Meeting
- **11/16/20 – 12/11/20:** City Communications Plan
- **12/15/20:** Joint City Council & Planning Commission Workshop
- **1/5/20:** Planning Commission Workshop
- **1/12/21:** Planning Commission Special Called Meeting
- **1/25/21:** City Council Public Hearing
- **2/8/21:** City Council First Reading
- **2/22/21:** City Council Second Reading



City's Tree Protection and Preservation Roadmap

- **Assessment and Inventory - Underway**
 - Citywide tree survey to determine health, variety, status, etc.
 - Purchase of TreePlotter software for capturing and analyzing data
- **Promotion and Education Campaign – Launch December 2020**
 - Share our inventory data and assessment
 - Identify partners
 - Create a tree planting campaign
 - Promote the benefits of trees via public information campaign
- **Healthy Canopy – Underway**
 - Create a successional urban forest
 - 1,000 Tree Planting Plan for FY21 and beyond
- **Regulation – Underway**
 - Survey – 1,882 Participants – Closed October 2020
 - Third Public Meeting scheduled for December 2020
 - Passage of the Tree Preservation Ordinance January 2021

Upcoming Schedule

- 11/10/20 – Proposed Ordinance Posted to City Website
- 12/1/20: Tree Campaign Launches
- 12/1/20: *Third* Public Meeting for Ordinance Presentation
- 12/2/20: Planning Commission Public Hearing Public Notice
- 12/17/20: Planning Commission Meeting and Public Hearing (4:00 PM)
- 1/11/21: City Council 1st Reading (*Ordinance*) (5:30 PM)
- 1/25/21: City Council 2nd & Final Reading (5:30 PM)

Infill Ordinance

- Mission - Establish infill development standards that will allow balanced growth and maintain the character, integrity, diversity, affordability, and environmental features of the City's neighborhoods.
- Committee met twice a month since June.
- Focused on mass and form, neighborhood character, trees, and stormwater.



Single-Family Residential
Infill Standards

Swamp Rabbit Trail Extension Master Plan

Recent Steps

- September – share draft with public, business owners, neighborhoods, and real estate community
- September 24 – final Public Open House
- October – final revisions to Master Plan

Next Steps

- November 13 – Public Notice posting
- November 24 – Planning Commission Workshop
- December 17 – Planning Commission Adoption
- January – City Council Adoption

Development Services Process Review

- Requests for Proposals– seven firms submitted proposals
- Three (3) firms selected for interviews – interviews held November 4th
- Award recommendation – in process
- Notice of intent to award posted and delivered to finalists – to be completed on or before November 23rd
- Next step will be to work with Purchasing and Legal on contract documents
- Anticipate project beginning January 2021
- Timeframe for completion – four (4) months